

## 2024 COVERED CALIFORNIA FAQs

### Stanford Health Care

Effective 01/01/2024

**1. Is Covered California the same as Medi-Cal?**

No.

**2. Is Covered California a health plan?**

No. Covered California (aka the Exchange) is an online marketplace where people can shop, compare, and purchase health insurance for individuals, families, and small business.

**3. Is there a health plan offered through Covered California that you recommend?**

The needs of each individual seeking insurance coverage are unique. You should contact a Covered California representative at 1-800-300-1506 or go to their website [www.coveredca.com](http://www.coveredca.com) for more information specific to you or your family.

**4. Is Stanford Health Care contracted with any Individual and Family Plans (IFP) available for purchase on or off the Covered California Exchange for hospital services?**

Yes, Stanford Health Care is contracted with the following plans:

- Valley Health Plan HMO. An approved authorization is required for all services at Stanford Health Care. This plan is only offered in Santa Clara, San Benito, and Monterey Counties only.
- Blue Shield Trio HMO. Assigned medical group must refer and authorize all services.
- Stanford Health Care does not participate in any Individual and Family Plan **PPO** plans, on or off the Covered CA Exchange.

Note: Stanford Health Care – Tri-Valley hospital’s participation in Covered California is not the same as Stanford Health Care. [Stanford Health Care-Tri-Valley](#)

**5. Is Stanford Health Care contracted with any Individual and Family Plans (IFP) available for purchase on or off the Covered California Exchange for physician services?**

Yes, Stanford Health Care is contracted with the following plans:

- Blue Shield Trio HMO
  - Specialist Physician Services only. For Blue Shield Trio HMO members, the selected medical group (John Muir Physician Network, Hill Physicians Medical Group, Santa Clara County IPA (SCCIPA), Brown and Toland Medical Group, Mills Peninsula Medical Group.) must refer and authorize all services provided by our Specialists.
- Valley Health Plan HMO
  - Specialist Physician Services only Valley Health Plan must refer and authorize all services provided by our Specialists.
  - This plan is only offered in Santa Clara, San Benito, and Monterey Counties only.
- Stanford Health Care does not participate in any Individual and Family Plan **PPO** plans, on or off the Covered CA Exchange.

Note: Stanford Medicine Partners participation in Covered California plans are not the same as Stanford Health Care physicians. [Stanford Medicine Partners website](#)

**6. I come to Stanford Health Care for transplant related services, which plans include Stanford Health Care as in-network?**

SHC and its transplant Physicians are contracted with the following Covered California plans on and off the Exchange for **all transplant related services including evaluation, pre-transplant, transplant procedure, and post-transplant care:**

- Blue Shield Trio HMO\*
- Blue Shield Small Business Plan HMO/PPO (SHOP)\*
- All Anthem Covered California plans including, but not limited to, Anthem Blue Cross EPO\*\*

\* Physician services under the HMO may be out-of-network.

\*\* Anthem may require a network exception based on your plan. Network exceptions are ultimately the decision of your plan to allow services at Stanford Health Care.

SHC and its transplant Physicians are contracted with the following Covered California plans on and off the Exchange for **transplant procedure and limited post-transplant services only. Evaluation, pre-transplant and extended post-transplant care are not contracted.**

- Blue Shield IFP PPO (excludes Kidney Transplant\*)

\*Kidney Transplant is out-of-network for evaluation, pre-transplant, transplant procedure and post-transplant services.

**7. I purchased a health plan through Covered California which is not mentioned in one of the other FAQ's. Is my plan accepted at Stanford Health Care?**

Stanford Health Care is out-of-network with your plan, but we encourage you to call the member service telephone number on your insurance card to confirm.

**8. I have a Covered California Small Business Plan (SHOP.) Is my plan accepted at Stanford Health Care?**

Yes, Stanford Health Care is in-network with the following plan:

- Blue Shield SHOP

**9. Is Stanford Health Care contracted with any other Small Business Plans (SHOP) that are available for purchase on or off the Covered California Exchange for hospital and physician services?**

No.

**10. I signed up for a Covered California plan that does not include my doctor as in-network, can I switch my plan?**

Please contact Covered California at <http://www.coveredca.com>, (800) 300-1506) or a broker to inquire about switching health plans.

**11. I have been coming to Stanford Health Care for treatment and now my new Covered California plan is not accepted here, what should I do?**

We encourage you to review your health care insurance policy on provisions for “Continuity of Care” to see if you might qualify for continuing services for a limited period of time. In addition, your health plan should be able to advise you of your options.

**Where can I go to get more information on Covered California?**

For more information on Covered California, you can visit the Covered California at <https://www.coveredca.com/support/contact-us/> or call a representative at 1-800-300-1506